



**Econsumer Complaints**  
**By Consumer & Company Country**  
*April 27, 2001 to June 30, 2002*

*Top Consumer Locations*

**CONSUMER COUNTRY**

UNITED STATES  
UNITED KINGDOM  
CANADA  
AUSTRALIA  
GERMANY  
NEW ZEALAND  
SWEDEN  
FRANCE  
MEXICO

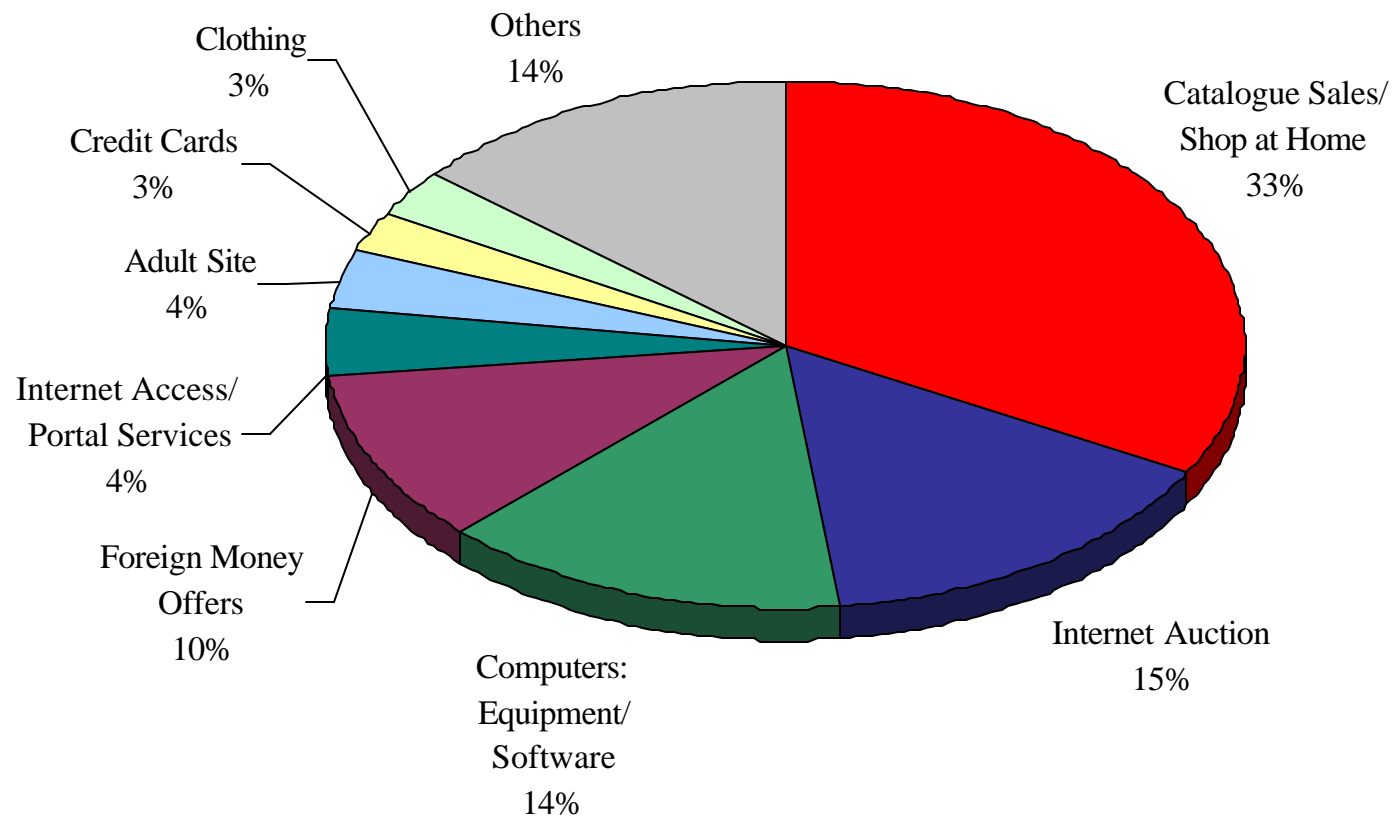
*Top Company Locations*

**COMPANY COUNTRY**

UNITED STATES  
UNITED KINGDOM  
CANADA  
NIGERIA  
ROMANIA  
AUSTRALIA  
SPAIN  
GERMANY  
NETHERLANDS  
UKRAINE  
FRANCE  
SOUTH AFRICA  
SWITZERLAND



**Econsumer Complaints**  
*April 27, 2001 to June 30, 2002*  
***By Complaint Count\****



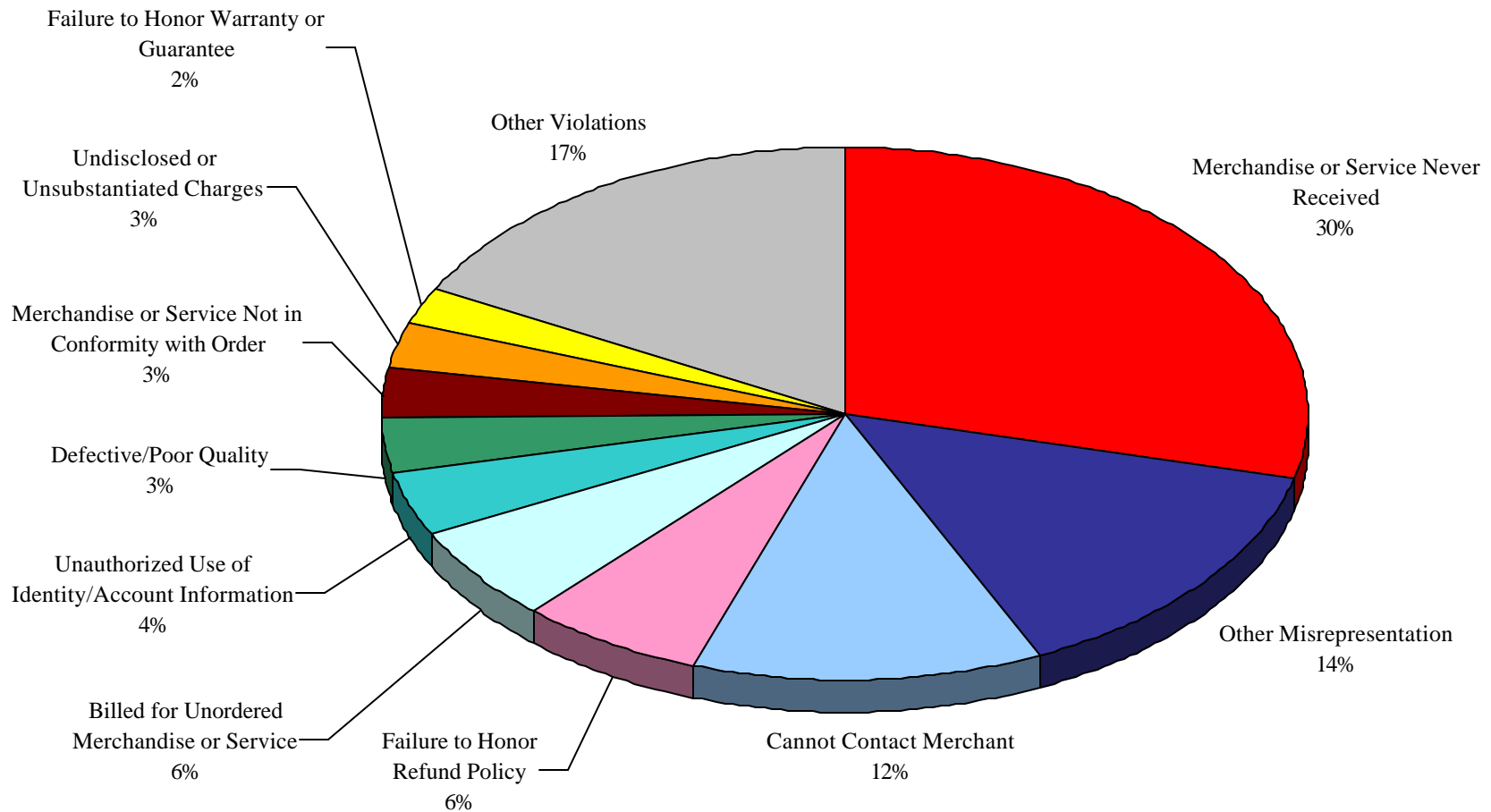
\*Percentage is based on the total number of econsumer complaints received from April 27, 2001 to June 30, 2002. The first econsumer complaint was received on April 27, 2001.

*Federal Trade Commission  
Created July 22, 2002*



## E-Consumer Complaints by Violations\*

April 27, 2001 to June 30, 2002



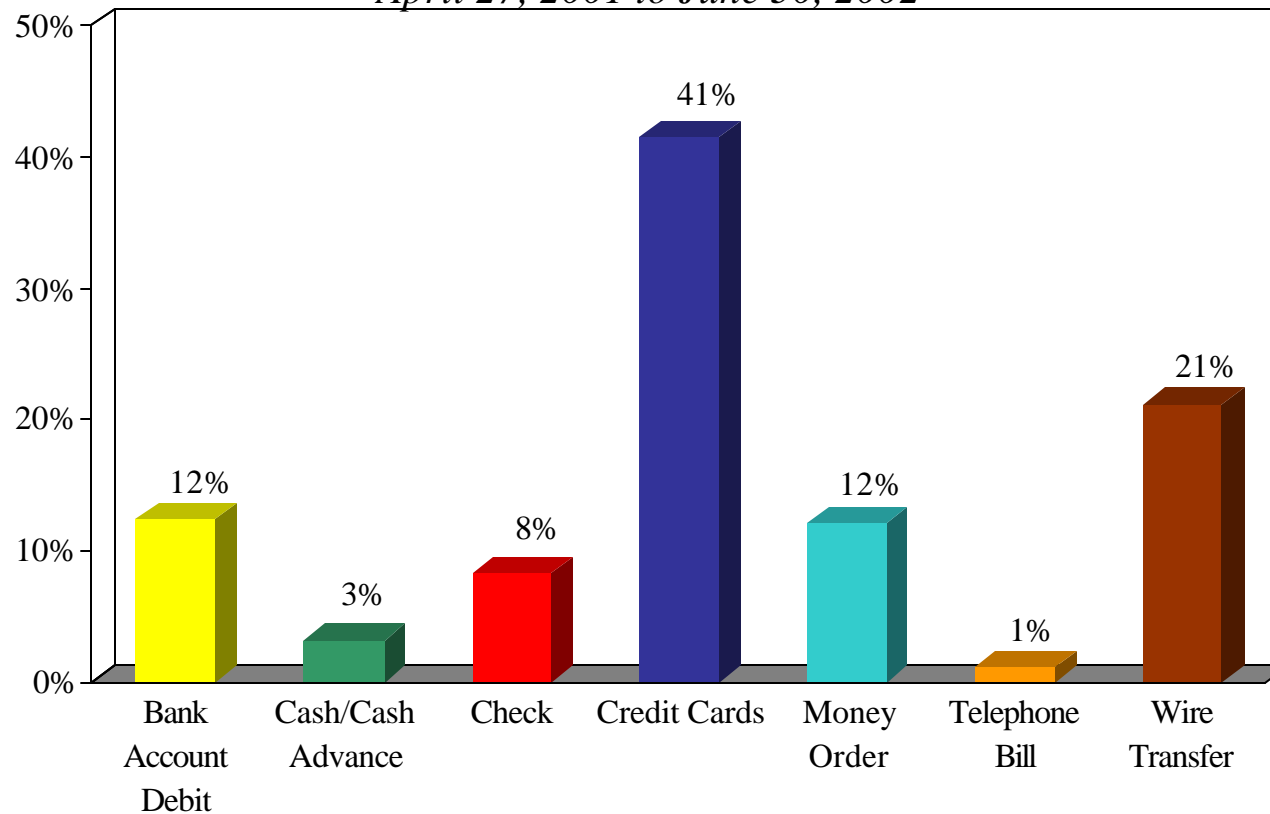
\*One complaint may have multiple violations. Percentage is based upon the total number of law violations, NOT the total number of complaints. 26% of the complaints have multiple violations.

Federal Trade Commission  
Created July 22, 2002



## **Econsumer Complaints Consumers' Method of Payment\***

*April 27, 2001 to June 30, 2002*

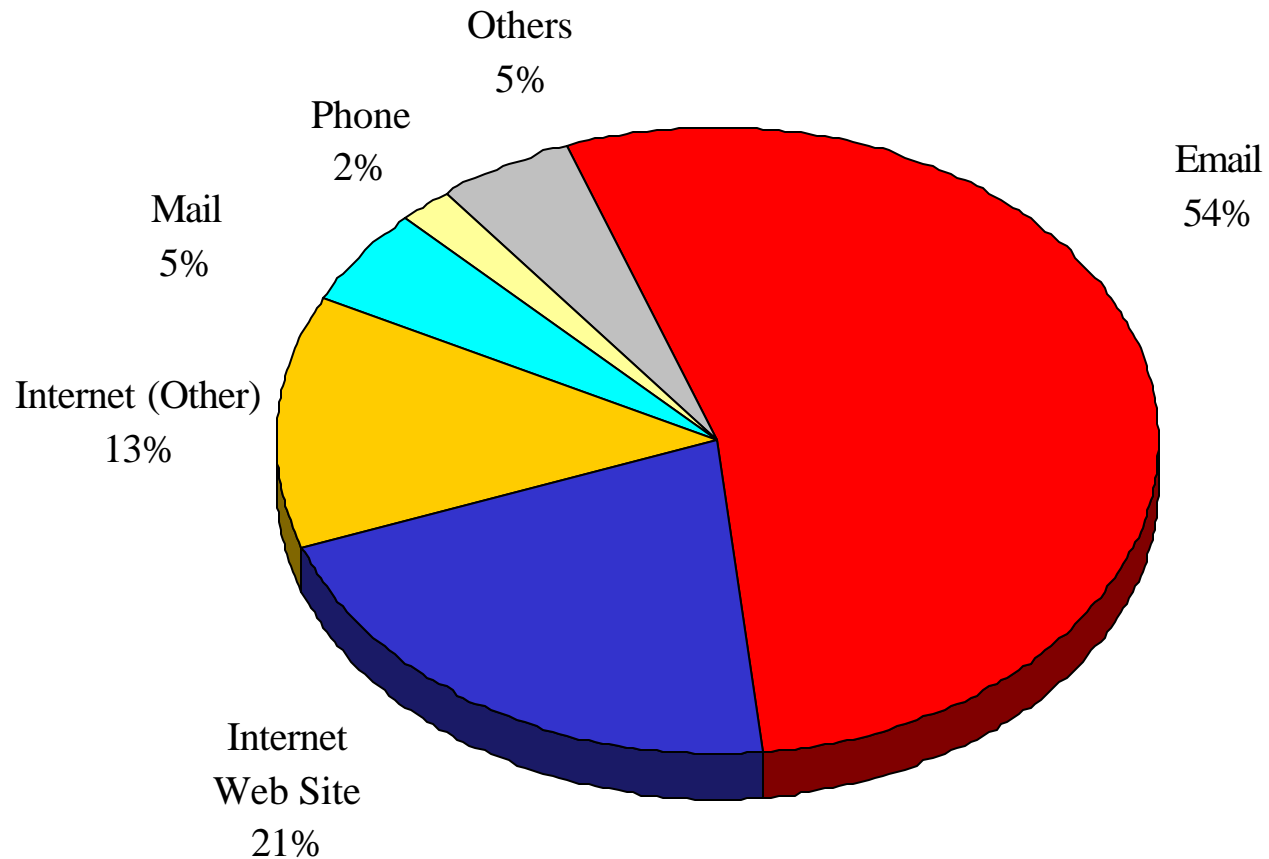


\*Percentage is based upon the total number of econsumer complaints where payment method was reported by consumers. 68% of consumers reported this information.



**Econsumer Complaints**  
**Company's Method of Contacting Consumers\***

*April 27, 2001 to June 30, 2002*



\*Percentage is based upon the total number of econsumer complaints where company's method of initial contact was reported by consumers. 87% of consumers reported this information.

*Federal Trade Commission  
Created July 22, 2002*